



**DISTRICT OF COLUMBIA RETIREMENT BOARD**  
**Position Vacancy Announcement**

<b>ANNOUNCEMENT NO:</b> 20111026	<b>POSITION:</b> <i>Retirement Services Manager</i>
<b>OPENING DATE:</b> October 26, 2011	<b>CLOSING DATE:</b> Open
<b>TOUR OF DUTY:</b> 8:30 a.m.-5:00 p.m., Monday-Friday	<b>STARTING RANGE:</b> \$74,800-\$93,500 (Grade 9)
<b>LOCATION:</b> 900 7 <sup>th</sup> Street, NW 2 <sup>nd</sup> Floor Washington, DC 20001	<b>AREA OF CONSIDERATION:</b> Open to all applicants
<b>NUMBER OF VACANCIES:</b> One (1)	<b>TYPE OF APPOINTMENT:</b> Probationary to Regular

This position is **NOT** in a collective bargaining unit.

\*\*\* **Successful pre-employment criminal, financial, educational and certification background check required** \*\*\*

**ABOUT THE D.C. RETIREMENT BOARD:** The District of Columbia Retirement Board is an independent agency of the District of Columbia Government. Our mission is to manage and control the assets of the D.C. Police Officers' and Firefighters' Retirement Plan and the D.C. Teachers' Retirement Plans as well as to administer benefits for the members of the plans.

**POSITION SUMMARY:** The Retirement Services Manager reports directly to the DCRB Deputy/Chief Benefits Officer and oversees the administration of retirement benefits for members, survivors, and beneficiaries of the District of Columbia Police Officers' and Firefighters' Retirement Plan and the District of Columbia Teachers' Retirement Plan. We are seeking a highly motivated, experienced professional with:

- a proven background in successfully managing people and processes;
- a solid understanding of defined benefit plans;
- experience in managing retirement services operations; and
- strong written and verbal communication skills.

The ideal candidate has a strong desire to contribute in a continuous-improvement environment focused on excellent customer service.

**PRIMARY RESPONSIBILITIES**

- Supervise Benefits Analyst staff members and ensure the division is staffed by employees who are competent, productive, courteous, and attentive to the needs of the DCRB membership.
- Ensure all processing activities and required reporting within this Benefits division are completed on a timely basis and in accordance with acceptable practices.
- Ensure efforts of the Retirement Services division are coordinated with other divisions within DCRB, the Office of DC Pensions, Department of the Treasury, the Office of Pay and Retirement Services, the Bureau of the Public Debt, the Metropolitan Police Department, Fire & Emergency Medical Services, the District of Columbia Public Schools, the District of Columbia Human Resources Office, and the Police and Firefighters' Retirement and Relief Board.
- Resolve issues as they arise and recommend and implement techniques to improve productivity and increase efficiencies.
- Prepare written communication to address information needed by staff.

- Respond to miscellaneous inquiries from members, survivors, beneficiaries, and/or other interested parties
- Monitor the Retirement Services division and survey the need for additional resources by evaluating structure, function, job design, and staffing needs and recommending objectives for the Benefits division.
- Develop and maintain an adequate contingency plan for back-up, including the succession of key personnel.
- Review audit reports and determine whether staff require additional training/coaching and whether future practices warrant change in interpretation and/or policy creation.
- Respond to requests for speaking engagements regarding Retirement Services issues.
- Conduct best practices reviews and implement necessary changes to existing office practices in comparison with standard retirement operations processes.
- Manage reconsideration and debt collection notification.
- Monitor performance of reporting employees, provide prompt and objective coaching and counseling, ensure performance appraisals are administered effectively and discuss performance with subordinates at regular intervals.
- Ensure the duties, responsibilities, and authority of each job are clearly defined and effectively communicated to each assigned staff.
- Ensure that necessary staff training and development needs are identified and addressed by participation in effective job training programs. Address needs for additional outside training and/or certification
- Provide effective representation of the Retirement Services division.
- Work with other DCRB and partner agency staff to develop, test, and implement consistent retirement operations and best practices within the retirement industry.
- Work with outside partnering agencies and/or contractors to develop, review, and improve processes both within DCRB and those shared with partner agencies.
- Participate in weekly, monthly, and/or quarterly technological, operational, administrative, and/or communications committees, teams, and working groups.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to make decisions, solve problems, and operate independently with respect to complex issues and business requirements with a high degree of exposure.
- Skill in examining operations and procedures, providing input to policy formulation, and developing and implementing new strategies and procedures.
- Thorough knowledge of pension operations and effective management techniques.
- Thorough knowledge of employee pension plans (defined benefit and defined contribution) and retirement education issues.
- Skill in hiring, managing, evaluating, and coaching professionals and paraprofessionals.
- Ability to thrive in a changing environment and deal constructively with ambiguity.
- Ability to organize resources, establish priorities, manage multifaceted projects simultaneously, and operate under tight deadlines— in conjunction with day-to-day activities.
- Ability to research information and analyze data to arrive at valid conclusions, recommendations, and plans of action.
- Knowledge of information technology capabilities and procedures, including software applications such as Word, Excel, PowerPoint, and other related office programs.

- Strong interpersonal skills, with ability to work effectively with a wide range of constituencies in a diverse community.
- Strong communication skills—verbal and written—and the ability to speak in front of groups.

## QUALIFICATIONS

- **Education:** Minimum of a Bachelor's degree from an accredited college or university in a relevant subject area; advanced degree is a plus.
- **Experience:** Minimum of five (5) to eight (8) years of direct pension administration experience, plus a minimum of five (5) years of management experience in pension administration and/or retirement operations
- **Certifications:** Certified Retirement Counselor, Certified Retirement Administrator designation required. Other related certification(s) a plus
- **Other:** An equivalent combination of education, training, experience, and certifications may meet the minimum requirements.

## WORKING CONDITIONS

This position works in a normal office environment. Some travel may be required periodically

*This job description indicates the general nature and level of work being performed by employees in this job. It is not intended to be an exhaustive list of all tasks, duties, and qualifications of employees assigned to this job. Incumbents may be asked to perform other duties as required.*

## HOW TO APPLY:

Applicants must submit a completed DC2000 Employment Application, letter of interest discussing eligibility and qualifications, and resume.

The DC2000 Employment Application is available at [www.dchr.dc.gov](http://www.dchr.dc.gov) under "Forms and Applications" in the Information section.

Applicants claiming Veterans Preference must submit official proof with application.

All educational and experience requirements used to determine eligibility for this position must be officially verified at the time of appointment. No offer of employment will be deemed fulfilled without such verification(s).

**WHERE TO APPLY: Submit application materials to:** HR Manager  
DC Retirement Board  
900 7<sup>th</sup> Street NW, 2<sup>nd</sup> floor  
Washington, DC 20001

**Or fax materials to:** (202) 566-5000  
Attention: HR Manager

**Or e-mail materials to:** [dcrb.vacancies@dc.gov](mailto:dcrb.vacancies@dc.gov)

**NOTE:** It is imperative that all information on the DC2000, resume and supporting documents be both accurate and truthful and is subject to verification. Misrepresentations of any kind may be grounds for disqualification for this position or termination.

**NOTICE OF NON-DISCRIMINATION:** In accordance with the DC Human Rights Act of 1977, as amended, DC Official Code, §2-1401.01, et seq. (Act), the District of Columbia Public Schools does not discriminate in its programs and activities on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family status, family responsibilities, matriculation, political affiliation, disability, source of income or place of residence or business. Sexual harassment is a

form of sex discrimination which is prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

**NOTICE OF BACKGROUND INVESTIGATION AND PENALTIES FOR FALSE STATEMENTS:** An offer of employment with the DCRB is contingent upon the completion and satisfactory result of a criminal, education and financial background investigation conducted by the DCRB or authorized agent prior to commencement of duty. In addition, an offer of employment for a position with specified education and certification qualification requirement(s) is contingent upon the completion and satisfactory result of a educational and/or certification background investigation conducted by the DCRB or authorized agent prior to commencement of duty (Pursuant to DCRB Policy No. DCRB-09-1-01).

Applicant understands that a false statement on any part of your application, including materials submitted with the application, may be grounds for not hiring you, or for firing you after you begin work (D.C. Official Code, section 1-616.51 *et seq.*) (2001). Applicant understands that the making of a false statement on the application or on materials submitted with the application is punishable by criminal penalties pursuant to D.C. Official Code, section 22-2405 *et seq.* (2001).

**DRUG-FREE WORK PLACE ACT OF 1988:** "PURSUANT TO THE REQUIREMENTS OF THE DRUG-FREE WORKPLACE ACT OF 1988, THE INDIVIDUAL SELECTED TO FILL THIS POSITION WILL, AS A CONDITION OF EMPLOYMENT, BE REQUIRED TO NOTIFY HIS OR HER IMMEDIATE SUPERVISOR, IN WRITING, NO LATER THAN FIVE (5) DAYS AFTER CONVICTION OF OR A PLEA OF GUILTY TO A VIOLATION OF ANY CRIMINAL DRUG STATUTE OCCURRING IN THE WORKPLACE."



**OFFICIAL JOB OFFERS ARE MADE ONLY BY THE DCRB HUMAN RESOURCES**

